

HEALTH & SAFETY RISK ASSESSMENT

EXAMPLE
NOT FULL & COMPLETE



Site/Location /Area	Central Office/Helena	Date:	01/01/2020	Assessment Ref. No.	0001
Title of Risk Assessment	Customer Service Area				
Method Statement/Description <i>Describe the task/activity/process listing its key elements in sequence, or refer to another document (attach a copy)</i>	<p>Assessment of customer service area located on the first-floor central office –Building leased.</p> <p>Customers service area is public facing. Front of office is open to the public from 8-5pm.</p> <p>There is one ingress and egress to the customer service area, the door leads out to the lobby, elevators and outside. ADA access is possible from the rear entrance.</p> <p>Customer service area can be switched to card access only to prevent public access.</p> <p>Back area of office contains the controls for the fire suppressant system to the building.</p> <p>Manager, safety person and employee conducted a walkthrough of area to identify specific hazards, they talked to employees to understand if there were any concerns.</p> <p>Hazards should be identified, existing control measures and further control measures should be identified and recorded. Owners should be assigned for further corrective actions.</p>				
Other applicable Risk Assessments	Emergency Evacuation, Break room and contractor cleaning.				

List any Existing Common Controls that are relevant to this task/activity e.g. New employee orientation, task specific training, lock out, tag out.			
01	New Employee Orientation	07	Annual Slip/Trip/Fall training
02	Office Safety Video	08	
03	Monthly Inspection program	09	
04	Customer Service is an agenda item on the Safety Committee	10	
05	Office ergonomic assessments	11	
06	Workplace Violence	Other:	



List any **Existing Common Controls** that are relevant to this task/activity e.g. New employee orientation, task specific training, lock out, tag out.

07		15	
08		Other:	

1. WHAT MIGHT BE THE TYPES OF HAZARD?

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- ☒ Slips, Trips & Falls
- ☐ Fall from Height
- ☒ Manual Material Handling
- ☐ Vehicles
- ☐ Falling Objects
- ☐ Radiation
- ☐ Sharp Objects
- ☒ Workplace Violence
- ☐ Confined Space
- ☒ Ergonomics
- ☐ Blood borne Pathogens

- ☐ Noise
- ☐ Excessive temperature extremes (Hot and Cold)
- ☐ Smoke or Dust
- ☐ Hazardous substances
- ☐ Vibration
- ☒ Fire & Explosion
- ☒ Electricity
- ☐ Suffocation
- ☐ Animal attack
- ☒ Lone Working

If OTHER Please Describe:

2. WHO MIGHT BE AFFECTED?

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Employees | <input checked="" type="checkbox"/> Visitors | Comments if Other, Multiple Groups or Vulnerable People |
|---|--|---|



<input type="checkbox"/> Contractors <input checked="" type="checkbox"/> Customers	<input type="checkbox"/> Public <input checked="" type="checkbox"/> Vulnerable People <input type="checkbox"/> Other	Checked ADA with ADA representative/expert
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HAZARD & RISK MITIGATION						Assessment Ref. No.		
3. SPECIFIC HAZARDS <i>Description of hazard, where it exists, what could be its effect & potential for harm? What could happen?</i>	4. EXISTING CONTROLS <i>Description of existing controls linked to the hazard(s) identified. List existing common controls.</i>	5. RISK RATING (Likelihood x Severity)			6. ADDITIONAL CONTROLS <i>Describe further action, if required, to reduce the risk rating, and then revise the risk rating after these additional controls are considered.</i>	7. REVISED RISK RATING		
		L	S	Risk		L	S	Risk
Workplace Violence Public facing employees could be exposed to verbal and physical abuse from customers. Disputes between employees could lead to violence.	Workplace violence training.	3	2	6	<ul style="list-style-type: none"> • Research further training to give employees skills to deal with difficult customers/colleagues. • Implement emergency protocols for situations where customer/colleague may be violent. • Employees to be trained in workplace violence escalation protocols. 	2	1	3
Working at height Employees use office chairs to put up decorations, items in closets, use cardboard engineering to redirect HVAC from vents.	None	5	3	15	<ul style="list-style-type: none"> • Source compliant ladders for employees to use. • Employees trained on correct use of ladder. • Employees trained on reporting HVAC irritations from direct air flow onto employee and how to temporarily mitigate the irritation. • Train employees on why it is important to use chairs. 	2	3	6



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Lone working Employees staying late in the office alone. Employees could suffer injury or ill health while working alone in office.	Protocol in place where employees must inform managers and building security of lone working/staying late in office.	2	2	4	<ul style="list-style-type: none"> Lone worker alarms are ordered and will be linked to building security. Lone worker alarm will warn security when the employees' body has not moved for 10 seconds. 	2	1	3
Office/Desk workstation-employees risk posture problems and pain, discomfort, or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur, e.g. if the lighting is poor.	Office workstation assessments completed by trained ergonomics person on all new employees.	4	2	8	<ul style="list-style-type: none"> Implement a full ergo programs which includes Review of all employee's workstation every 3 years Review of workstation after injury or a long time away from work. Training for employees on setting up their workstation. Break alerts set periodically over the year (once a month for half a day) Ergo awareness campaigns Lunch and learns from local health care professional 	3	2	6



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<p>Electrical</p> <p>Employees could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.</p> <p>Daisy chaining power cords</p>	<p>Biannual Inspection of office completed by safety person.</p>	2	5	10	<p>Ensure office inspection includes a visual inspection of portable electrical equipment in the offices.</p> <p>Create electrical awareness training for employees which includes:</p> <ul style="list-style-type: none"> • Signs there maybe electrical problems-discoloured electrical outlets, damaged cable/equipment, flashes, and flashing lights. Odour from electrical burn. Circuit breakers constantly breaking. • Process for reporting defective equipment and preventing use. • Why daisy chaining power strips is not allowed. • The correct power strip/surge protectors/data protection to use for equipment. <p>Ensure owner of the building is:</p> <ul style="list-style-type: none"> • Confirm the system for reporting and making safe any damage to building installation electrics, e.g. broken light switches or sockets. • Ask when the electrical installation safety check is due. 	1	5	5



HEALTH & SAFETY RISK ASSESSMENT: ACTION PLAN				Assessment Ref. No.	
1. Ref	2. Action	3. Responsibility for Action	4. Date to be Completed	5. Date completed	
1	Research further training to give employees skills to deal with difficult customers/colleagues. Develop or source training and implement	Customer service manager/safety manager	End of January	1 st quarter of year	
2	Implement escalation protocols if customer/colleague continues to be difficult	Customer service manager/safety manager	End of January	1 st quarter of year	
3	Implement emergency protocols for situations where customer/colleague may be violent.	Customer service manager/safety manager	End of January	1 st quarter of year	
4	Employees to be trained in workplace violence escalation protocols	Customer service manager/safety manager	End of January 2020	1 st quarter of year 2020	



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5	Source compliant ladders for employees to use.	Safety manager	End of January 2020	1 st quarter of year 2020	
6	Create and implement working at height training for office employees <ul style="list-style-type: none"> • Employees trained on correct use of stepladders. • Employees trained on reporting HVAC irritations from direct air flow onto employee and how to temporarily mitigate the irritation. • Train employees on why it is important to use chairs. 	Safety Manager/division managers	End of January 2020	1 st quarter of year 2020	
7	Implement a full ergo programs which includes <ul style="list-style-type: none"> • Review of all employee's workstation every 3 years • Review of workstation after injury or a long time away from work. • Training for employees on setting up their workstation. • Break alerts set periodically over the year (once a month for half a day) • Ergo awareness campaigns • Lunch and learns from local health care professional 	Safety manager/senior manager/managers	End of January 2020	1 st quarter of year 2020	



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1. Ref	2. Action	3. Responsibility for Action	4. Date to be Completed	5. Date completed	
8	<p>Ensure office inspection includes a visual inspection of portable electrical equipment in the offices.</p> <p>Create electrical awareness training for employees which includes:</p> <ul style="list-style-type: none"> • Signs there maybe electrical problems-discoloured electrical outlets, damaged cable/equipment, flashes, and flashing lights. Odour from electrical burn. Circuit breakers constantly breaking. • Process for reporting defective equipment and preventing use. • Why daisy chaining power strips is not allowed. • The correct power strip/surge protectors/data protection to use for equipment. <p>Ensure owner of the building is:</p> <ul style="list-style-type: none"> • Confirm the system for reporting and making safe any damage to building installation electrics, e.g. broken light switches or sockets. • Ask when the electrical installation safety check is due. 	Safety manager/facilities manager/building managers	End of January 2020	1 st quarter of year 2020	



HEALTH & SAFETY RISK ASSESSMENT: CONSULTATION & APPROVAL*This risk assessment has been reviewed by relevant people involved in the task/activity*Assessment
Ref. No.

Subject Matter Consultation <i>The following colleagues were consulted to facilitate a team approach to this risk assessment (E.G. Manager, Safety Rep, Colleagues, Engineers) Specific names are not required, titles only.</i>	Job Title/Position/Organization	Notes
	Electrician	
	Facilities manager	
	Employees	

Safety Department Contact Name	Joe Blogg	Note	
Date of Assessment	01/01/2020	Review Date <i>To be reviewed by</i>	01/01/2021
Comments			
<p>Electrician- completed annual inspection which included the customer service area /advised safety manager on the signs of electrical faults and why daisy chaining should not be allowed-sent follow up email for safety manager records and to assist in developing training for employees. Noted defects and will be working with shop manager and safety manager to resolve.</p> <p>Facilities manager- Completed annual inspection which included the customer service area/ noted all defects and added to job list. Working with safety manager, facilities team and electrician to resolve.</p>			



HEALTH & SAFETY RISK ASSESSMENT: MANAGEMENT REVIEW*Confirmation that the Risk Assessment is reviewed by management and significant changes actioned*Assessment
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0001

Declaration of Risk Assessment Review

Are there Significant changes to be made to this assessment?
(Significant = e.g. New piece of equipment installed, Additional Customer
/ Major increase in activity etc) If Yes conduct a new Risk Assessment
after commissioning.

No

Safety Contact

Jane Blogg

Date

01/01/2020

Signature

Manager

Customer Service manager

Date

01/01/2020

Signature

Senior Manager

Division Administrator

Date

01/01/2020

Signature

Comments

(List any Review Actions approved by the Senior Manager that are required e.g. Circulation of Information to Colleagues – including dates for implementation)

Progress on corrective actions is to be monitored via the monthly safety performance report at the senior management team meeting.
Unresolved actions will be investigated by the senior manager.



HEALTH & SAFETY RISK ASSESSMENT: RISK RATING ESTIMATOR	Assessment Ref. No..	
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			SEVERITY of HARM (S)				
			1.	2.	3.	4.	5.
			Minor Harm (Other injuries – unlikely to incur lost time)	Slightly Harmful Minor Injury OR Muscular Strain)	Harmful (Broken Limb or Non permanent incapacity)	Major Harm (Permanent Disability e.g. loss of sight, or limb)	Extreme Harm (Fatality)
LIKELIHOOD (L)	1.	Highly Unlikely	1	2	3	4	5
	2.	Unlikely	2	4	6	8	10
	3.	Possible	3	6	9	12	15
	4.	Likely	4	8	12	16	20
	5.	Highly likely	5	10	15	20	25

Risk Level Category (based on score):

RISK LEVEL CATEGORY	SCORE	ACTIONS TO BE TAKEN
Negligible	1	These are low priority risks. Continue with task/Activity, ensuring that people who might be affected are made aware of the risks and controls recorded in this assessment.
Tolerable	2-4	
Moderate	5-12	Possible or even likely to occur causing more than a minor injury, these risks should be communicated, and effort made to further reduce the severity and likelihood of harm.
Substantial	15-16	These risks are highly likely to lead to incapacitating injury. Therefore, prioritise further actions to reduce the risks. Ensure substantial risks are communicated to relevant Safety Managers.
Intolerable	20-25	DO NOT CONTINUE WITH THE TASK OR ACTIVITY – STOP IMMEDIATELY

